

# Organizational Functions

## Executive Director

Robert Quinn, Executive Director/Acting Administration Division Director



The Executive Director has such authority as the Commissioners may, from time to time, delegate. The Public Information and Education Department, housed within the executive division, develops and distributes press and consumer information on current PSC activities, develops educational materials, maintains the PSC Reports, and deals with media requests. The Legislative Liaison, also part of the division, is the agency's primary contact person with the General Assembly.

## Administration Division

The Administration Division is responsible for managing the Commission's human, fiscal and information resources. The division has agency-wide responsibilities for the annual budget, strategic planning, fiscal services and procurement, human resources, payroll, information and technology services and training. The Consumer Services Department, housed within the division, is the clearinghouse for all utility consumer inquiries, and investigates and responds to complaints to ensure compliance with Commission rules and utility tariffs. When a consumer has an issue that is not satisfactorily resolved after an initial contact with the utility, the consumer may call the PSC consumer hotline 1-800-392-4211 for assistance.

## Adjudication Division

Dale Hardy Roberts, Secretary/Chief Regulatory Law Judge



The Adjudication Division is the PSC's quasi-judicial division. A staff of eight regulatory law judges handle the cases from the day the case is filed until the day it is finally resolved. New cases go to the Chief Judge who assigns them to himself or to one of the other seven judges. Thereafter, the assigned Judge presides over the hearings, rules on objections and motions, and drafts all orders, as directed by the Commission, for that particular case. The Adjudication Division's Data Center performs the functions of a clerk of the court in that the Data Center receives all incoming pleadings and issues all Commission orders. In addition, the Data Center stores and preserves the official case files, tariffs and other official documents of the Commission.

## General Counsel

Dana K. Joyce, General Counsel



The Office of General Counsel represents the Commission and its Staff in all matters relating to regulation of Missouri investor-owned gas, electric, telecommunications, water and sewer utilities and manufactured housing. Its primary duties consist of assisting and advising agency staff in preparation and filing of evidence in legal proceedings, and preparing and presenting legal arguments in appearances before the Commission and state and federal courts and administrative tribunals. The Office provides legal defense of all Commission orders and decisions, as well as legal advice, upon request, to the Commission and each Commissioner. As directed or authorized by the Commission, the Office intervenes in utility-related civil proceedings and prosecutes civil enforcement actions against utilities on behalf of the state, representing the Commission in legal actions pursuant to PSC statutes or other laws, including proceedings before the Federal Energy Regulatory Commission and the Federal Communications Commission.

## Utility Operations Division

Wess Henderson, Director



The Utility Operations Division is comprised of four departments: Telecommunications; Energy; Water and Sewer; and Manufactured Housing. It supports the Commission in meeting its statutory responsibilities by providing technical expertise in energy safety; utility rates, tariffs, rules and regulations; economic analysis; engineering oversight and investigations; and construction inspections. The Manufactured Housing Department is governed by Sections 700.010-700.115 of the Revised Statutes of Missouri. The department is responsible for overseeing the annual registration of dealers and manufacturers of manufactured homes and modular units; prescribing and enforcing uniform construction standards by conducting code inspections; and enforcing tie-down requirements. The division accomplishes its mission by making recommendations to the Commission in the form of expert testimony and formal recommendations.

## Utility Services Division

Robert Schallenberg, Director



The Utility Services Division consists of five departments that support the Commission by providing expertise in the areas of utility accounting, auditing, engineering, finance, management, and natural gas procurement. Division members perform audits, examinations, analysis, and/or reviews of the books and records of the utilities providing service in Missouri. These employees express their conclusions and findings in the form of expert testimony and recommendations filed with the Commission. The division is also responsible for investigating and responding to consumer complaints and making recommendations to the Commission regarding their resolution.